| CHP 453H (Rev. 5-06) OPI 009   |   | PSDSII S. Simmons /   | Sgt. S. Shenian  | 01/10/200                                    | 8                                 |  |
|--|---|---|--|--|-----------------------------------|--|
| individual items with "yes" or "no can be placed on the CHP 454, accomplishments or corrective a form can be completed in pen o  | o" answers, or fill in the blanks as<br>Area Management Evaluation S<br>actions, unresolved items, proble | d be initialed and date<br>s indicated. If addition<br>upplement. The Supplems or progress, and | d as deficiencies are<br>nal comments are nec<br>plement should includ<br>the evaluator's overal | corrected. A<br>essary, the<br>e significant | Answer<br>information<br>findings |  |
| TYPE OF EVALUATION  Formal Evaluation  V Infor   | rmal Evaluation   | SUSPENSE DATE   |  |  |                                   |  |
| FOLLOW-UP REQUIRED   | r   | COMMANDER'S REVIEW  |  | Inve   |                                   |  |
| ☐ Yes   ☑ No   | Correction Report   | COMMUNICATIVE VICENTE VI  | 4/1.   | 1/14/20                                      | 48                                |  |
| 1. COMMUNITY OPINION   |   | 01/14/08  | ACTION REQUIRED NO   | CORRECTED                                    |                                   |  |
| a. How does the community as   | a whole feel about the Department   | ? The Departmen   | nt recently relocated to   | our new facili                               | ty in May                         |  |
| 2007 and have received very  | positive feedback from the commu  | ınity   |  |  |                                   |  |
| (1) Do all sectors of the com  | nmunity have the same opinion?  |   |  | ☑ Yes  | ☐ No                              |  |
| b. Has good rapport been estab   | olished with leaders within the comm  | nunity?   |  | ☑ Yes  | ☐ No                              |  |
| c. Do people believe the Depart  | tment represents their best interests   | 5?  |  | √ Yes  | ☐ No                              |  |
| d. Does the Department have the  | ne reputation of impartially enforcing  | j laws?   |  | ✓ Yes  | ☐ No                              |  |
| e. Do people in the community f  | e. Do people in the community feel the Department is doing a good job?                                    |   |  |  |                                   |  |
| How does the reputation of th  | e Department compare with other a   | agencies in the area?   | The Departi  | ment is held i                               | n high                            |  |
| esteem as well as the local ag   | gencies.  |   |  |  |                                   |  |
| . THE OFFICER AND PUBLIC CO  |   | EVALUATED<br>01/14/08   | ACTION REQUIRED NO   | CORRECTED                                    |                                   |  |
|  | established to handle positive and/o  |   |  | otorists?                                    | Policy &                          |  |
| Procedures as outlined in HP   | M 10*4, as well as administrative a   | nd field follow-up proc   | edures.  |  |                                   |  |
| (1) What is the ratio of compl   | liments to complaints? Overwhel   | mingly compliments to   | complaints - 10:1  |  |                                   |  |
| (2) Does it appear officers are  | e making successful public contact  | s?  |  | ☑ Yes  | ☐ No                              |  |
| (3) Is recognition given to the  | complimented officers?  |   |  | ☑ Yes  | ☐ No                              |  |
| (a) How? CHP 2, Letter   | rs of appreciation, Division Chief's  | award   |  |  | -                                 |  |
| (4) Has an effort been made  | to determine why some officers are  | more successful at pos  | sitive public contacts?  | ☑ Yes  | ☐ No                              |  |
| (5) Are officers with patterns of  | of complaints provided with correcti  | ve training and direction   | 1?   | ☑ Yes  | ☐ No                              |  |
| b. Based on information from the   | public appearing at the Area office   | to clear citations, what  | is the general opinion o   | of Area officer                              | rs?                               |  |
| N/A  |   |   |  |  |                                   |  |
| (1) What is the opinion of the   | public appearing at court regarding   | Area officers?  |  |  |                                   |  |
| Limited court contact; how   | wever, no negative comments receiv  | ∕ed.  |  |  |                                   |  |
| <br>P 453H (Rev. 5-06) Page 1  | Destroy Previo  | NUC Editions  |  |  | 4501                              |  |
| A CONTRACTOR OF THE CONTRACTOR | Desitoy Flevic  | rus Eulilons  |  |  | c453h506 frp                      |  |

AREA

LACC

EVALUATED BY

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

**PUBLIC REACTION** 

AREA MANAGEMENT EVALUATION

DIVISION

Southern

NUMBER

514

DATE

### AREA MANAGEMENT EVALUATION PUBLIC REACTION

CHP 453H (Rev. 5-06) OPI 009

| =  | - 100 | 11 (170 | V: 0 007 01 1 000  |                            |                     |           |      |
|----|-------|---------|--|----------------------------|---------------------|-----------|------|
|    | (2    | 2) W    | hat, if any, other methods are utilized to determine public  | opinion of Area officers   | ?                   |           |      |
|    |       | V       | orkgroups with public, contacts in community and tours       | of new facility.           |                     |           |      |
| 3. | NEV   | VS M    | EDIA   | 01/14/08                   | ACTION REQUIRED NO  | CORRECTED |      |
|    | a.    | lave g  | guidelines been established to foster harmonious relations   | s with the new media?      |                     | √ Yes     | ☐ No |
|    | (1    | I) Do   | pes the media treat the Department favorably?                |                            |                     | ☑ Yes     | ☐ No |
|    | (2    | 2) Ar   | e media representatives satisfied with their relationship w  | vith the Department?       |                     | ☑ Yes     | ☐ No |
|    |       | (a)     | ) Has good rapport been established between Area pers        | sonnel and the media?      |                     | ☑ Yes     | ☐ No |
|    | (3    | ☑ Yes   | □ No   |                            |                     |           |      |
| ł  | э. Н  | ave p   | rocedures been established for the routine dissemination     | of accident/incident info  | ormation?           | √ Yes     | ☐ No |
|    | (1    | ) Is    | "Code 20" or a similar device used for more spectacular i    | incidents?                 |                     | ☑ Yes     | □ No |
|    |       | (a)     | How are other kinds of news information disseminated         | to the media?              |                     |           |      |
|    |       |         | TMC; committees; joint working groups                        |                            |                     |           |      |
| С  | . Ar  | e the   | re specially prepared and coordinated programs to handl      | e specific traffic problem | is?                 | ☑ Yes     | ☐ No |
|    | (1)   | ) Аге   | e multi-lingual programs emphasized?                         |                            |                     | √ Yes     | □ No |
|    | (2)   | ) Are   | public affairs press releases distributed to the public in a | a timely manner?           |                     | √ Yes     | ☐ No |
|    | (3)   | ) Ist   | here adequate media involvement at local Area events?        |                            |                     | √ Yes     | ☐ No |
| d  | . Но  | ow are  | e releases produced by headquarters distributed?             |                            |                     |           |      |
|    | T     | hroug   | h TMC via Division PAO.                                      |                            |                     |           |      |
|    |       |         |  |                            |                     |           |      |
|    | (1)   | ls t    | here follow-up to ensure releases are received in a timely   | manner, and meet the       | needs of the media? | ☑ Yes     | ☐ No |
|    | (2)   | Wh      | o is responsible to monitor the media for items concerning   | ng the Department?         |                     |           |      |
|    |       | TM.     | IC Sergeant and on-duty TMC officer                          |                            |                     |           |      |
|    |       | (a)     | Are significant items sent to headquarters?                  |                            |                     | ☑ Yes     | ☐ No |
|    | (3)   | Are     | harmonious relations established and maintained with the     | ne media by the PAO?       |                     | ☑ Yes     | ☐ No |
|    | (4)   | Are     | strategic goals emphasized at PAO/TMC activities?            |                            |                     | ☑ Yes     | ☐ No |
| s  | СНО   | OLS     |  | EVALUATED<br>N/A           | ACTION REQUIRED     | CORRECTED |      |
| a. | Ha    | s the   | commander identified problems that should be resolved        | through the public affair  | s program?          | Yes       | ☐ No |
|    | (1)   | Who     | supervises the program?                                      |                            |                     | Yes       | □No  |
|    | (2)   | ls pr   | replanning evident in the school program?                    |                            |                     | Yes       | ☐ No |
|    | (3)   | Is th   | e program designed and directed toward the solution of       | specific problems?         |                     | ☐ Yes     | ☐ No |
|    | (4)   | Are     | activities discussed and planned with school administrate    | ors?                       |                     | ☐ Yes     | ☐ No |
|    | (5)   | Has     | the program been approved by the commander?                  |                            | ***                 | Yes       | □ No |
|    |       |         |  |                            |                     |           |      |

#### AREA MANAGEMENT EVALUATION

PUBLIC REACTION
CHP 453H (Rev. 5-06) OPI 009

| JHP 403 | 1 (Rev. 5-06) OPI 009  |                                |                       |                |           |
|---------|--|--------------------------------|-----------------------|----------------|-----------|
| (6      | ) Does the program follow departmental priorities?   |                                |                       | ☐ Yes          | □ No      |
| (7      | ) Are all grade levels included?   |                                |                       | ☐ Yes          | ☐ No      |
| (8      | How is the success of the program measured?  |                                |                       |                |           |
|         |  |                                |                       |                |           |
| (9      | ls it successful?  |                                |                       | ☐ Yes          | ☐ No      |
| (1      | Are activities coordinated in conjunction with Division re   | ecruitment efforts?            |                       | ☐ Yes          | ☐ No      |
| 5. PUB  | LIC AFFAIRS PROGRAM  |                                | ACTION REQUIRED NO    | CORRECTED      |           |
| a. Ha   | as the commander identified problems that should be resolu   | ved through the Public Affair  | s Program?            | ☑ Yes          | ☐ No      |
| (1)     | Does the Public Affairs Program reach all appropriate gro  | oups within the community?     |                       | √ Yes          | ☐ No      |
| (2)     | Are ethnic groups' problems considered?  |                                |                       | ☑ Yes          | ☐ No      |
| (3)     | Are bilingual officers utilized?   |                                |                       | ☑ Yes          | ☐ No      |
| (4)     | Is the current Strategic Plan emphasized when and when   | re appropriate?                |                       | ☑ Yes          | ☐ No      |
| b. Do   | oes the commander keep the PAO fully briefed on current situations which may be newsworthy?          |                                |                       |                | ☐ No      |
| (1)     | Does the PAO report directly to the commander on public  | c affairs matters?             |                       | ☐ Yes          | ☑ No      |
| (2)     | Does the PAO concentrate most of his/her efforts toward strategic goals other departmental concerns? |                                |                       |                | ☐ No      |
| (3)     | Does the PAO review the Strategic Plan quarterly?  |                                |                       |                | ☐ No      |
| (4)     | What action does the commander initiate when the goals   | of the Strategic Plan are no   | ot adequately address | sed?           |           |
|         | The Commander will speak at briefings and re-advise all  | employees of the goals of t    | he Strategic Plan and | the necessary  |           |
|         | means to acheive them. A briefing item will also be dis  | stributed to all employees.    |                       |                |           |
| (5)     | Is the PAO addressing issues assigned to him/her in a tir  | mely manner?                   |                       | ☑ Yes          | ☐ No      |
| c. Is t | he commander involved in public contacts?  |                                |                       | ☑ Yes          | ☐ No      |
| (1)     | Is membership maintained in a service club, safety counc   | cil, etc.?                     |                       | Yes            | ☑ No      |
| (2)     | Does the commander accept regular speaking engagement  | ents, or are these delegated   | to subordinates?      |                |           |
|         | The Commander as well as subordinates accept regular sp  | peaking engagements. Depe      | nding upon the event  | , the Comman   | der and a |
|         | subordinate involved in the event will attend. The Comm  | ander recently spoke to the    | candidates during the | dispatcher tes | st.       |
|         | (a) If experience is lacking, is the commander doing any   | rthing to correct this?        |                       | Yes            | □ No      |
| (3)     | Are supervisors involved in the community?   |                                |                       | ☑ Yes          | ☐ No      |
|         | (a) Do they make public appearances?   |                                |                       | ☑ Yes          | ☐ No      |
|         | (b) Is training provided for those who lack experience?  |                                |                       | √ Yes          | ☐ No      |
| (4)     | Are all supervisors aware of strategic goals and the appro   | pach the public affairs progra | am has                | ☑ Yes          | ☐ No      |
|         | taken towards them?  |                                |                       | <u>V</u> 103   |           |

#### AREA MANAGEMENT EVALUATION

PUBLIC REACTION

|    | Are | all employees encouraged to understand and participate in public affairs programs?   | ☑ Yes        | ☐ No      |
|----|-----|--|--------------|-----------|
| (  | (1) | Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?                 | ☑ Yes        | □ No      |
| (  | (2) | Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program? | ☑ Yes        | ☐ No      |
|    |     | and FSP units regularly speak with Commuity groups concerning everday operations, traffic management   | and DUI & S  | Safety    |
|    |     | e Area PAO reports directly to a Public Safety Dispatch Supervisor II (PSDSII), who in turns informs and ungevents.                                  | pdates the C | Commander |
|    |     |  |              |           |
| -7 |     |  |              | 4         |
|    |     |  |              |           |
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| -  |     |  |              |           |
|    |     |  |              |           |

| STA               | TE C                     | OF CALI                             | FORNIA   |   |   |   | [Tees  |  | DIVISION  | NUMBER  |                                  |
|-------------------|--------------------------|-------------------------------------|--|---|---|---|--|--|---|---|----------------------------------|
|                   |                          |                                     | OF CALIFORNIA HI   |   |   |   | AREA<br>590  |  | Southern  | 590   |                                  |
|                   |                          |                                     | ANAGEME  | :NI EVA   | LUATION   |   | EVALUATED BY   |  | DATE  |   |                                  |
|                   |                          |                                     | Rev. 5-06) OPI   | 009   |   |   | D. Young, #137   | 774                                    |   | 12/18/2007  |                                  |
| ind<br>car<br>acc | ivi<br>ivi<br>n b<br>cor | is use<br>dual i<br>e pla<br>nplisi | ed as a Corr<br>items with "y<br>iced on the C<br>hments or co | ection Reves" or "no<br>CHP 454,<br>orrective a | s reviewed by placing a<br>port, the "Correction" b<br>" answers, or fill in the<br>Area Management Eva<br>actions, unresolved iter<br>r pencil, and the Suppla | ox should<br>blanks as<br>aluation Si<br>ns, proble | l be initialed and<br>s indicated. If ad<br>upplement. The<br>ems or progress, | I dated<br>ddition<br>Supp<br>, and ti | f as deficiencies a<br>al comments are r<br>lement should inc<br>ne evaluator's ove | re corrected. An<br>necessary, the in<br>lude significant i | nswer<br>nformation<br>findings, |
|                   | _                        | EVALU                               |  | [7] [660]                                       | rmal Evaluation   |   | SUSPENSE DATE  |  |   |   |                                  |
| ,                 |                          |                                     | Evaluation QUIRED  | [X] INTO  | Correction Report   |   | 01/15/2008<br>COMMANDER'S REVIE  | EW                                     |   | DATE  |                                  |
|                   |                          |                                     |  |   | [] Confection Report  |   |  |  |   |   |                                  |
|                   | Y                        | es                                  | ☑ No   |   | BY  |   | C. Beard, #1402  | 21                                     | · · · · · · · · · · · · · · · · · · ·   | 01/15/2008  |                                  |
| 1. (              | CC                       | MMU                                 | INITY OPINIC   | ОИ  | X. AV. (1)  |   | D. Young   |  | ACTION REQUIRED   | CORRECTED   |                                  |
| ě                 | а.                       | How                                 | does the con   | nmunity as                                      | a whole feel about the D  | epartment   | ? The com  | nnunity                                | is supportive of th   | e Department's m  | nissions and                     |
|                   |                          | goal                                | s. Officers a  | re perceive                                     | ed as professional and cou  | urteous.  |  |  |   |   |                                  |
|                   |                          | (1)                                 | Do all sectors   | of the cor                                      | nmunity have the same o   | pinion?   |  |  |   | ☑ Yes   | ☐ No                             |
| ì                 | Э.                       | Has                                 | good rapport   | been esta                                       | blished with leaders withi  | n the comr  | munity?  |  |   | ☑ Yes   | ☐ No                             |
| (                 | ).<br>).                 | Do p                                | eople believe  | the Depai                                       | tment represents their be   | est interest  | s?   |  |   | √ Yes   | ☐ No                             |
| (                 | d.                       | Does                                | the Departm  | nent have t                                     | he reputation of impartial  | ly enforcing  | g laws?  |  |   | √ Yes   | ☐ No                             |
| ε                 | €.                       | Do p                                | eople in the c   | community                                       | feel the Department is do   | oing a good   | d job?   |  |   | ☑ Yes   | ☐ No                             |
|                   | Ī                        | How                                 | does the rep   | utation of t                                    | he Department compare   | with other  | agencies in the a  | rea?                                   | The De  | partment is well r  | espected                         |
|                   |                          | with                                | in the law en  | forcement                                       | community as well as the  | e public.   |  | · · · · · · · · · · · · · · · · · · ·  |   |   |                                  |
| 2. 1              | ГНІ                      | E OFI                               | FICER AND F  | PUBLIC C  | ONTACTS   |   | D. Young   |  | ACTION REQUIRED   | CORRECTED   |                                  |
| a                 | à.                       | What                                | procedures   | have been                                       | established to handle po  | sitive and/   | or negative comm   | nents b                                | y pleased/displease   | ed motorists?   | Please                           |
|                   |                          | refer                               | to attachmen   | nt.   |   |   |  |  |   |   |                                  |
|                   | ()                       | (1) V                               | What is the ra   | atio of com                                     | pliments to complaints?   | There is  | no procedure in j  | place to                               | track compliments   | 3.  |                                  |
|                   |                          | (2)                                 | Does it appea  | ar officers a                                   | are making successful pu  | blic contac   | its?   |  |   | ☑ Yes   | ☐ No                             |
|                   |                          | (3) I                               | s recognition  | given to th                                     | ne complimented officers  | ?   |  |  |   | ☑ Yes   | ☐ No                             |

(1) What is the opinion of the public appearing at court regarding Area officers? is professional, respectful and courteous.

The public's overall opinion of officers

√ Yes

V Yes

(a) How? Please refer to attachment.

b. Based on information from the public appearing at the Area office to clear citations, what is the general opinion of Area officers?

The public's overall opinion of officers is positive. The officers are viewed as professional, respectful and courteous.

(4) Has an effort been made to determine why some officers are more successful at positive public contacts?

(5) Are officers with patterns of complaints provided with corrective training and direction?

☐ No

No.

#### AREA MANAGEMENT EVALUATION

**PUBLIC REACTION** 

| CHP | 453H | (Rev | 5-06) | OPI | 009 |
|-----|------|------|-------|-----|-----|
|     |      |      |       |     |     |

|        | (2)      | What, if any, other methods are utilized to determine public   | opinion of Area officers   | s? Comple   | aint trends.   |          |
|--------|----------|--|--|---|----------------|----------|
| 3.     | NEWS     | MEDIA  | EVALUATED D. Young   | ACTION REQUIRED   | CORRECTED      |          |
| ē      | ı. Hav   | re guidelines been established to foster harmonious relations  | s with the new media?  |   | ☑ Yes          | ☐ No     |
|        | (1)      | Does the media treat the Department favorably?                 | The state of the s |   | ☑ Yes          | ☐ No     |
|        | (2)      | Are media representatives satisfied with their relationship w  | vith the Department?   |   | √ Yes          | ☐ No     |
| ****** | ******** | (a) Has good rapport been established between Area pers        | onnel and the media?   |   | √ Yes          | ☐ No     |
|        | (3)      | Have personnel emphasized the Strategic Plan goals when        | possible and applicable  | e?  | ☑ Yes          | ☐ No     |
| þ      | . Hav    | e procedures been established for the routine dissemination    | of accident/incident in  | formation?  | √ Yes          | ☐ No     |
|        | (1)      | Is "Code 20" or a similar device used for more spectacular i   | incidents?   |   | ☑ Yes          | □ No     |
|        | ******   | (a) How are other kinds of news information disseminated       | to the media?  | CHP 288 (press rele   | ease), new con | ference, |
|        |          | SIG Alert, Traffic Advisory                                    |  |   |                |          |
| C      | Are      | there specially prepared and coordinated programs to handl     | le specific traffic proble   | ms?   | ☑ Yes          | ☐ No     |
|        | (1)      | Are multi-lingual programs emphasized?                         |  |   | ☑ Yes          | □ No     |
|        | (2)      | Are public affairs press releases distributed to the public in | a timely manner?   |   | ☑ Yes          | ☐ No     |
|        | (3)      | Is there adequate media involvement at local Area events?      | 1.14_0181=100((13101=14-10)-1-101  |   | ✓ Yes          | ☐ No     |
|        |          | are releases produced by headquarters distributed?  Area PAOs. | neauquarters news rete   | eases are distributed thro  | ough douthorn  |          |
|        | (1)      | Is there follow-up to ensure releases are received in a timel  | y manner, and meet th  | e needs of the media?   | ☑ Yes          | ∏ No     |
|        | (2)      | Who is responsible to monitor the media for items concerning   | ng the Department?   | The Area PAO  | and Southern   | Division |
|        |          | Public Affairs Unit is responsible for monitoring the media    | for items concerning t   | he Department.  |                |          |
|        | -        | (a) Are significant items sent to headquarters?                |  |   | ☑ Yes          | □ No     |
|        | (3)      | Are harmonious relations established and maintained with t     | he media by the PAO?   | With the second | ☑ Yes          | □ No     |
|        | (4)      | Are strategic goals emphasized at PAO/TMC activities?          |  |   | √ Yes          | ☐ No     |
| 4. \$  | SCHOO    | DLS  | EVALUATED D. Young   | ACTION REQUIRED   | CORRECTED      |          |
| а      | . Has    | the commander identified problems that should be resolved      | through the public affa  | airs program?   | ☑ Yes          | □ No     |
|        | (1)      | Who supervises the program?                                    |  |   | ☑ Yes          | □ No     |
|        | (2)      | Is preplanning evident in the school program?                  |  |   | ☑ Yes          | ☐ No     |
|        | (3)      | Is the program designed and directed toward the solution of    | f specific problems?   |   | ☑ Yes          | □ No     |
|        | (4)      | Are activities discussed and planned with school administra    | itors?   |   | √ Yes          | ☐ No     |
|        | (5)      | Has the program been approved by the commander?                |  |   | [☑] Yes        | □ No     |

#### AREA MANAGEMENT EVALUATION

**PUBLIC REACTION** 

| CHP                                    | 453H   | (Rev. 5-06) OPI 009   |   |                                   |                  |          |
|--|--------|---|---|-----------------------------------|------------------|----------|
| ************************************** | (6)    | Does the program follow departmental priorities?                              |   |                                   | ☑ Yes            | ☐ No     |
|  | (7)    | Are all grade levels included?  |   |                                   | ☑ Yes            | ☐ No     |
|  | (8)    | How is the success of the program measured?                                   | e success of the school pro             | ogram is measured by t            | the number of    |          |
|  |        | presentations completed and school feedback of school a                       | administrators.                         |                                   |                  |          |
|  | (9)    | Is it successful?   |   |                                   | ☑ Yes            | ☐ No     |
|  | (10    | ) Are activities coordinated in conjunction with Division re                  | cruitment efforts?                      |                                   | √ Yes            | □ No     |
| 5.                                     | PUBL   | LIC AFFAIRS PROGRAM   | D. Young                                | ACTION REQUIRED                   | CORRECTED        |          |
| a                                      | . На   | s the commander identified problems that should be resolv                     | ed through the Public Affa              | irs Program?                      | √ Yes            | ☐ No     |
|  | (1)    | Does the Public Affairs Program reach all appropriate gro                     | oups within the community               | ?                                 | ☑ Yes            | ☐ No     |
|  | (2)    | Are ethnic groups' problems considered?                                       |   |                                   | ☑ Yes            | ☐ No     |
| IMM - S.T.                             | (3)    | Are bilingual officers utilized?  |   |                                   | ☑ Yes            | ☐ No     |
|  | (4)    | Is the current Strategic Plan emphasized when and wher                        | e appropriate?                          |                                   | ☑ Yes            | ☐ No     |
| b                                      | . Do   | es the commander keep the PAO fully briefed on current s                      | ituations which may be nev              | wsworthy?                         | ☑ Yes            | ☐ No     |
|  | (1)    | Does the PAO report directly to the commander on public                       | affairs matters?                        |                                   | √ Yes            | ☐ No     |
|  | (2)    | Does the PAO concentrate most of his/her efforts toward                       | strategic goals other depa              | rtmental concerns?                | ☑ Yes            | ☐ No     |
|  | (3)    | Does the PAO review the Strategic Plan quarterly?                             |   |                                   | ☑ Yes            | ☐ No     |
|  | (4)    | What action does the commander initiate when the goals                        | of the Strategic Plan are r             | not adequately address            | sed? Th          | ie       |
|  |        | Commander addresses any deficiencies in the operation                         | and has Lieutenants and S               | ergeants implement ar             | ny required cha  | anges.   |
|  |        |   |   |                                   | √ Yes            | ☐ No     |
|  | (5)    | Is the PAO addressing issues assigned to him/her in a tir                     | mely manner?                            |                                   | ✓ Yes            | No       |
| c                                      |        | he commander involved in public contacts?                                     |   |                                   | (v) Yes<br>✓ Yes | No       |
|  | (1)    | Is membership maintained in a service club, safety council                    |   |                                   |                  |          |
|  | (2)    | Does the commander accept regular speaking engagement                         |   |                                   | Th               |          |
|  |        | Commander accepts regular speaking engagements. Wh                            | en the commander is unav                | allable the responsibil           | my is delegate   | u 10     |
|  |        | Lieutenants.  |   |                                   | المالا           | الماليما |
|  |        | (a) If experience is lacking, is the commander doing any                      | ything to correct this?                 |                                   | √ Yes            | □ No     |
|  | (3)    | Are supervisors involved in the community?                                    |   |                                   | √ Yes            | ☐ No     |
|  |        | (a) Do they make public appearances?  | 1011-0111111111111111111111111111111111 | and and are all the constitutions | ✓ Yes            | □ No     |
|  |        | (b) Is training provided for those who lack experience?                       |   |                                   | ☑ Yes            | ☐ No     |
| _                                      | (4)    | Are all supervisors aware of strategic goals and the appr taken towards them? | oach the public affairs prog            | gram has                          | ☑ Yes            | ☐ No     |
|  | THE ST | (a) Are action steps being addressed in a timely manne                        | r?                                      |                                   | √ Yes            | ☐ No     |

### AREA MANAGEMENT EVALUATION PUBLIC REACTION

| CHP | 453H (R | Rev. 5-06) OPI 009   | min ( ) |      |
|-----|---------|--|---------|------|
|     | Are a   | all employees encouraged to understand and participate in public affairs programs?   | ☑ Yes   | ☐ No |
|     |         | Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?                 | ☑ Yes   | ☐ No |
|     |         | Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program? | ☑ Yes   | ☐ No |

# Department of California Highway Patrol AREA MANAGEMENT EVALUATION Chapter 8 PUBLIC REACTION Area 541 CIF Evaluated By R. L. Strong, #12202 Date 1/8/08

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed in the Summary Statement. The Summary Statement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Summary can be handwritten if desired.

| Type of Evaluation<br>☐Formal                      |                               | Suspense Date       |                     |              |        |
|--|-------------------------------|---------------------|---------------------|--------------|--------|
| Follow-up Required<br>∐Yes ⊠No                     | Correction Report by          | Commander's F       | Review              | /-/3<br>Date | 08     |
| 1. COMMUNITY OPINION                               | 1                             | Evaluated           | Action Required     | Correct      | ted    |
| a. How does the commu                              | unity as a whole feel abo     | ut the Departmer    | t?                  |              |        |
|  |                               |                     |                     |              |        |
| (1) Do all sectors of the                          | he community have the s       | same opinion?       |                     | ⊠Yes         | □No    |
| b. Has good rapport bee                            | en established with leade     | ers within the com  | munity?             | ⊠Yes         | □No    |
| c. Do people believe the                           | Department represents         | their best interes  | ts?                 | ⊠Yes         | □No    |
| d. Does the Department                             | have the reputation of ir     | mpartial enforcem   | nent of laws?       | ⊠Yes         | □No    |
| e. Do people in the com                            | munity feel the Departme      | ent is doing a god  | od job?             | ⊠Yes         | □No    |
| f. How does the reputati                           | on of the Department co       | mpare with other    | agencies in the are | a?           |        |
|  |                               |                     |                     |              |        |
| 2. THE OFFICER AND PU                              | IBLIC CONTACTS                | Evaluated           | Action Required     | Correct      | ted    |
| What procedures have pleased/displeased motors     |                               | andle positive and  | /or negative comme  | ents by      |        |
|  |                               |                     |                     |              |        |
| (1) What is the ratio o                            | f compliments to compla       | ints?               |                     |              |        |
| (2) Does it appear offi                            | icers are making succes       | sful public contac  | ts?                 | ⊠Yes         | □No    |
| (3) Is recognition give                            | n to the complimented o       | fficers?            |                     | ⊠Yes         | □No    |
| (a) How?   |                               |                     |                     |              |        |
| (4) Has an effort been<br>positive public contact: | n made to determine why<br>s? | some officers ar    | e more successful a | at<br>⊠Yes   | □No    |
| (5) Are officers with pa                           | atterns of complaints giv     | en corrective train | ning and direction? | ⊠Yes         | □No    |
| CHP 453H (Rev 1-96)                                |                               |                     |                     |              | Page 1 |

# AREA MANAGEMENT EVALUATION Chapter 8 PUBLIC REACTION

| b. Based on information from the publi<br>general opinion of Area officers? | c appearing at the Are   | ea office to clear citation             | ons, what is | the       |
|---|--|---|--------------|-----------|
| Refer tio narrative.  |  |   |              |           |
| (1) What is the opinion of the public                                       | appearing at Court re  | garding Area officers?                  | ?            |           |
| (2) What, if any, other methods are   | utilized to determine p  | ublic opinion of Area                   | officers?    |           |
| 3. NEWS MEDIA   | Evaluated  | Action Required                         | Corrected    |           |
| a. Have guidelines been established to                                      | foster harmonious re   | lations with the media                  | ı? ⊠Yes      | □No       |
| (1) Does the media treat the Depart   | ment favorably?  |   | ⊠Yes         | □No       |
| (2) Are media representatives satisf  | ied with their relations   | hip with the Departme                   | ent?⊠Yes     | □No       |
| (a) Has good rapport been estab   | lished between Area p  | ersonnel and the me                     | dia?⊠Yes     | □No       |
| (3) Have Area personnel emphasize   | ed CMP goals when po   | ssible and applicable                   | ? 🖾 Yes      | □No       |
| b. Procedures established for the disse                                     | emination of accident/i  | ncident information?                    | ⊠Yes         | □No       |
| (1) Is "Code 20" or a similar device (                                      | used for more spectac  | ular incidents?                         | ⊠Yes         | □No       |
| (a) How are other kinds of news   | information dissemina  | ted to the media?                       |              |           |
| c. Are there special programs to handle                                     | e specific traffic proble  | ime?                                    | □Yes         | □No       |
| (1) Are multi-lingual programs emph   |  | ::::::::::::::::::::::::::::::::::::::: | □Yes         | □No       |
| (2) Are Public Affairs press releases                                       |  | lic in a timely manner                  |              | □No       |
| (3) Is there adequate media involver  |  |   | ☐Yes         | □No       |
| d. How are releases produced by head  |  | 1110:                                   |              |           |
| N/A   |  |   |              |           |
|   |  |   |              |           |
| (1) Is there follow-up to ensure relea                                      | ses are received in a  | timely manner, and m                    | neet the nee | ds<br>□No |
| (2) Who is responsible to monitor the                                       | e media for items cond   | erning the Departme                     | nt?          |           |
| Refer to narrative.   |  |   |              |           |
| (a) Are significant items sent to he  | eadquarters?   |   | ⊠Yes         | □No       |
| (3) Do harmonious relations exist be  | tween the media and  | the PAO?                                | ∐Yes         | □No       |
| (4) Are CMP goals emphasized at P.  | AO/TMC activities?   |   | ∐Yes         | □No       |
| CHP 453H (Rev 1-96)   | - The state of the |   |              | Page 2    |

## AREA MANAGEMENT EVALUATION Chapter 8 PUBLIC REACTION

| 4. SCHOOLS   | Evaluated               | Action Required        | Corrected     | -   |  |  |  |
|--|-------------------------|------------------------|---------------|-----|--|--|--|
| a. Is the program for schools specific to  | ∐Yes                    | □No                    |               |     |  |  |  |
| (1) Who supervises the program?  |                         |                        |               |     |  |  |  |
| (2) Is preplanning evident in the scho   | ool program?            |                        | ∐Yes          | □No |  |  |  |
| (3) Is the program designed and dire   | cted toward the solut   | ion of specific proble | ms? ∐Yes      | □No |  |  |  |
| (4) Are activities discussed and plant   | ned with school admi    | nistrators?            | ∐Yes          | □No |  |  |  |
| (5) Has the program been approved  | by the commander?       |                        | □Yes          | □No |  |  |  |
| (6) Does the program follow departm  | ental priorities?       |                        | □Yes          | □No |  |  |  |
| (7) Are all grades included?   |                         |                        | □Yes          | □No |  |  |  |
| (8) How is the success of the program  | m measured?             |                        |               |     |  |  |  |
|  |                         |                        |               |     |  |  |  |
| (9) Is it successful?  |                         |                        | ∐Yes          | □No |  |  |  |
| (10) Are activities coordinated in con   | junction with Division  | recruitment efforts?   | □Yes          | □No |  |  |  |
| 5. PUBLIC AFFAIRS PROGRAM  | Evaluated 🖂             | Action Required        | Corrected     |     |  |  |  |
| <ul> <li>a. Has the commander identified proble<br/>the Public Affairs Program?</li> </ul> | ms that should be re    | solved through         | □Yes          | □No |  |  |  |
| (1) Does the Public Affairs Program r  | each all groups withi   | n the community?       | ∐Yes          | □No |  |  |  |
| (2) Are ethnic groups problems cons  | idered?                 |                        | □Yes          | □No |  |  |  |
| (3) Are bilingual officers utilized?   |                         |                        | ∐Yes          | □No |  |  |  |
| (4) Is the current CMP emphasized v  | when and where appr     | opriate?               | □Yes          | □No |  |  |  |
| b. Does the commander keep the PAO newsworthy?   | fully briefed on curre  | nt situations which m  | ay be         | □No |  |  |  |
| (1) Does the PAO report directly to the  | ne commander on pu      | blic affairs matters?  | ∐Yes          | □No |  |  |  |
| (2) Does the PAO concentrate most departmental concerns?                                   | of his/her efforts towa | ard CMP goals and o    | ther<br>∐Yes  | □No |  |  |  |
| (3) Does the PAO review the CMP qu   | uarterly?               |                        | □Yes          | □No |  |  |  |
| (4) What action does the commander addressed?  | r initiate when the go  | als of the CMP are no  | ot adequately | 1   |  |  |  |
|  |                         |                        |               |     |  |  |  |
| (5) Is the PAO addressing issues ass   | signed to him/her in a  | timely manner?         | ∐Yes          | □No |  |  |  |
| c. Is the commander involved in public   | contacts?               |                        | ⊠Yes          | □No |  |  |  |
| (1) Is membership maintained in a se   | ervice club, safety co  | uncil, etc.?           | ⊠Yes          | □No |  |  |  |
|  |                         |                        |               | D   |  |  |  |

## AREA MANAGEMENT EVALUATION Chapter 8 PUBLIC REACTION

| (2) Does the commander accept regular speaking engagements, or are these delegated to subordinates?   |      |        |  |  |
|---|------|--------|--|--|
|   |      |        |  |  |
|   |      |        |  |  |
| (a) If experience is lacking, is the commander doing anything to correct this?  | □Yes | □No    |  |  |
| (3) Are supervisors involved in the community?  | ⊠Yes | □No    |  |  |
| (a) Do they make public appearances?  | ∐Yes | ⊠No    |  |  |
| (b) Is training provided for those who lack experience?   | □Yes | □No    |  |  |
| (4) Are all supervisors aware of CMP goals and the approach the public affairs program has taken towards them? ☐Yes [                           |      |        |  |  |
| (a) Are action steps being addressed in a timely manner?  | ∐Yes | □No    |  |  |
| d. Are all employees encouraged to participate in public affairs programs?  | ⊠Yes | □No    |  |  |
| (1) Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department? ⊠Yes □ |      |        |  |  |
| COMMENTS Refer to attached narrative.   |      |        |  |  |
| CHP 453H (Rev 1-96)   |      | Page 4 |  |  |

STATE OF CALIFORNIA AREA DIVISION NUMBER DEPARTMENT OF CALIFORNIA HIGHWAY PATROL 525 525-08-Southern AREA MANAGEMENT EVALUATION **EVALUATED BY** DATE **PUBLIC REACTION** Capt. William G. Siegl 01/14/2008 CHP 453H (Rev. 5-06) OPI 009 RUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired. TYPE OF EVALUATION SUSPENSE DATE ☑ Informal Evaluation Formal Evaluation FOLLOW-UP REQUIRED COMMANDER'S REVIEW DATE Correction Report ☐ Yes V No BY ACTION REQUIRED EVALUATED 1. COMMUNITY OPINION YES 5 b. (3) 01/14/2008 4E3 a. How does the community as a whole feel about the Department? See attached narrative. (1) Do all sectors of the community have the same opinion? V Yes □ No b. Has good rapport been established with leaders within the community? **V** Yes No Do people believe the Department represents their best interests? √ Yes □ No d. Does the Department have the reputation of impartially enforcing laws? V Yes No e. Do people in the community feel the Department is doing a good job? √ Yes □ No How does the reputation of the Department compare with other agencies in the area? See attached narrative. EVALUATED ACTION REQUIRED CORRECTED 2. THE OFFICER AND PUBLIC CONTACTS 01/14/2008 a. What procedures have been established to handle positive and/or negative comments by pleased/displeased motorists? See attached narrative. (1) What is the ratio of compliments to complaints? (Approximately 3 positive comments to every one complaint.) Does it appear officers are making successful public contacts? √ Yes □ No (3) Is recognition given to the complimented officers? √ Yes □ No (a) How? (4) Has an effort been made to determine why some officers are more successful at positive public contacts? √ Yes ☐ No (5) Are officers with patterns of complaints provided with corrective training and direction? √ Yes □ No b. Based on information from the public appearing at the Area office to clear citations, what is the general opinion of Area officers? See attached narrative.

(1) What is the opinion of the public appearing at court regarding Area officers?

See attached narrative.

#### AREA MANAGEMENT EVALUATION

#### **PUBLIC REACTION**

CHP 453H (Rev. 5-06) OPI 009

|   | (2)  | ) What, if any, other methods are utilized to determine public                                    | c opinion of Area officers  | See att               | ached narrativ | e.    |
|---|--|---|-----------------------------|-----------------------|----------------|-------|
| . N   | NEWS MEDIA  EVALUATED ACTION REQUIRED  01/14/2008                                    |   |                             | CORRECTED             |                |       |
| a.  | На   | ave guidelines been established to foster harmonious relation                                     | s with the new media?       |                       | √ Yes          | [] No |
|   | (1)  | ) Does the media treat the Department favorably?  |                             |                       | √ Yes          | ∐ No  |
|   | (2) Are media representatives satisfied with their relationship with the Department? |   |                             |                       |                | No    |
|   |  | (a) Has good rapport been established between Area pers   |                             | √ Yes                 | ☐ No           |       |
|   | (3) Have personnel emphasized the Strategic Plan goals when possible and applicable? |   |                             |                       | ☑ Yes          | ☐ No  |
| b. Have procedures been established for the routine dissemination of accident/incident information? |  |   | ormation?                   | √ Yes                 | ☐ No           |       |
|   | (1)  | ls "Code 20" or a similar device used for more spectacular  | incidents?                  |                       | √ Yes          | ☐ No  |
|   |  | (a) How are other kinds of news information disseminated  | to the media?               | See attached narrativ | /e.            |       |
| C.  | Are  | e there specially prepared and coordinated programs to hand                                       | le specific traffic probler | ms?                   | √ Yes          | ☐ No  |
|   | (1)  | Are multi-lingual programs emphasized?  |                             |                       | ✓ Yes          | □ No  |
|   | (2)  | Are public affairs press releases distributed to the public in                                    | a timely manner?            |                       | √ Yes          | ☐ No  |
| Ī   | (3)  | Is there adequate media involvement at local Area events?   |                             |                       | √ Yes          | ☐ No  |
| d.  | Но   | ow are releases produced by headquarters distributed?   | See attached narrative.     |                       | ×              |       |
|   | (1)  | Is there follow-up to ensure releases are received in a timel                                     | ly manner, and meet the     | needs of the media?   | √ Yes          | ☐ No  |
|   | (2)  | 2) Who is responsible to monitor the media for items concerning the Department? See attached narr |                             |                       | rrative,       |       |
|   |  | (a) Are significant items sent to headquarters?   |                             |                       |                | ☐ No  |
|   | (3) Are harmonious relations established and maintained with the media by the PAO?   |   |                             | √ Yes                 | ☐ No           |       |
|   | (4)  | Are strategic goals emphasized at PAO/TMC activities?   |                             |                       | √ Yes          | □No   |
| sc  | НО   | OLS   | 01/14/2008                  | ACTION REQUIRED       | CORRECTED      |       |
| a <sub>e</sub>  | Has  | s the commander identified problems that should be resolved                                       | through the public affai    | rs program?           | ☑ Yes          | No    |
| (1) Who supervises the program?   |  |   |                             | √ Yes                 | ☐ No           |       |
|   | (2)  | (2) Is preplanning evident in the school program?   |                             |                       |                | ∏ No  |
|   | (3)  | Is the program designed and directed toward the solution of                                       | specific problems?          |                       | √ Yes          | ☐ No  |
|   | (4)  | Are activities discussed and planned with school administra                                       | tors?                       |                       | √ Yes          | ☐ No  |
| (   | (5)  | Has the program been approved by the commander?   |                             |                       | √ Yes          | □ No  |

#### AREA MANAGEMENT EVALUATION

#### PUBLIC REACTION

CHP 453H (Rev. 5-06) OPI 009

| OF IF 4 | 10011 (Nev. 0-00) OF1 009  |                              |                      |           |            |
|---------|--|------------------------------|----------------------|-----------|------------|
|         | (6) Does the program follow departmental priorities?                               |                              |                      | √ Yes     | [] No      |
|         | (7) Are all grade levels included?   |                              |                      | √ Yes     | □ No       |
|         | (8) How is the success of the program measured? See                                | attached narrative.          |                      |           |            |
|         |  |                              |                      |           |            |
|         | (9) Is it successful?  |                              |                      | √ Yes     | ☐ No       |
|         | (10) Are activities coordinated in conjunction with Division red                   | ruitment efforts?            |                      | √ Yes     | ☐ No       |
| 5. P    | UBLIC AFFAIRS PROGRAM  | 01/14/2008                   | ACTION REQUIRED      | CORRECTED |            |
| a.      | Has the commander identified problems that should be resolved                      | d through the Public Affair  | s Program?           | √ Yes     | ☐ No       |
|         | (1) Does the Public Affairs Program reach all appropriate grou                     | ips within the community?    |                      | √ Yes     | ☐ No       |
|         | (2) Are ethnic groups' problems considered?  |                              |                      | √ Yes     | ☐ No       |
|         | (3) Are bilingual officers utilized?   |                              |                      | √ Yes     | ☐ No       |
|         | (4) Is the current Strategic Plan emphasized when and where                        | appropriate?                 |                      | √ Yes     | ☐ No       |
| b.      | Does the commander keep the PAO fully briefed on current site                      | uations which may be new     | sworthy?             | √ Yes     | ☐ No       |
|         | (1) Does the PAO report directly to the commander on public                        | affairs matters?             |                      | √ Yes     | ☐ No       |
|         | (2) Does the PAO concentrate most of his/her efforts toward s                      | trategic goals other depar   | tmental concerns?    | √ Yes     | ☐ No       |
| Į.      | (3) Does the PAO review the Strategic Plan quarterly?                              | •                            |                      | ☐ Yes     | ☑ No       |
|         | (4) What action does the commander initiate when the goals of                      | of the Strategic Plan are no | t adequately address | sed? Sec  | e attached |
|         | narrative.   |                              | -                    |           |            |
|         |  |                              |                      |           |            |
|         | (5) Is the PAO addressing issues assigned to him/her in a time                     | ely manner?                  |                      | √ Yes     | ☐ No       |
| C.      | Is the commander involved in public contacts?                                      |                              |                      | ☑ Yes     | ☐ No       |
|         | (1) Is membership maintained in a service club, safety council                     | , etc.?                      |                      | ☑ Yes     | ☐ No       |
|         | (2) Does the commander accept regular speaking engagemen                           | ts, or are these delegated   | to subordinates?     | Sec       | e attached |
|         | narrative.   |                              |                      |           |            |
|         |  |                              |                      |           |            |
|         | (a) If experience is lacking, is the commander doing anyth                         | ning to correct this?        |                      | √ Yes     | □ No       |
| (       | (3) Are supervisors involved in the community?                                     | 200                          |                      | √ Yes     | ☐ No       |
|         | (a) Do they make public appearances?   |                              |                      | √ Yes     | ☐ No       |
|         | (b) Is training provided for those who lack experience?                            |                              |                      | ☑ Yes     | ☐ No       |
| , ja    | (4) Are all supervisors aware of strategic goals and the approataken towards them? | ch the public affairs progra | am has               | √ Yes     | No         |
|         | (a) Are action steps being addressed in a timely manner?                           |                              |                      | √ Yes     | ☐ No       |
|         |  |                              |                      |           |            |

#### AREA MANAGEMENT EVALUATION

PUBLIC REACTION

CHP 453H (Rev. 5-06) OPI 009

| Are | e all employees encouraged to understand and participate in public affairs programs?   | √ Yes | [] No |
|-----|--|-------|-------|
| (1) | Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?                 | ☑ Yes | ☐ No  |
| (2) | Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program? | √ Yes | ☐ No  |

#### 1. COMMUNITY OPINION.

The bordering communities are extremely supportive of the Department. The Area services the unincorporated county communities and is involved in numerous community events and public affairs presentations throughout. Often the CHP is the most visible at the events.

#### 2. THE OFFICER AND PUBLIC CONTACTS.

Positive verbal comments are provided to employees and documented on their respective 100 forms. Commendable letters are forwarded to the affected employee for review and acknowledgment, then included in the individual's personnel file. In addition, an acknowledgment letter is sent to the commending party thanking them for taking the time to recognize the performance of a Department employee. Negative comments are evaluated by the receiving manager/supervisor and discussed with the involved employee. When appropriate, a Citizens' Complaint Investigation is initiated. All letters of commendation are reviewed and acknowledged by the commander, appropriate lieutenant, and shift sergeant. Letters containing a beneficial message or example are selected to be read during briefings.

A services an extremely demographically diversified community and has an abundance of public contacts in the front office. Overall, despite the heavy volume (i.e., citation clearance, report purchase, etc.) the public is supportive and the general opinion of the officers appears to be positive. The same applies for the various courts in the area where the majority of CHP cases are heard. The majority of the officers are well-respected in courts and any concerns or issues are promptly resolved by the commander and supervising district attorney. In addition to the aforementioned, complaint trends are monitored, supervisors have ongoing communications relative to employee performance/concerns, and public contacts at community events are utilized to evaluate public perception.

#### 3. NEWS MEDIA.

Area will often use press releases to disseminate information working closely with local newspapers. Area will frequently coordinate with the Southern Division Public Affairs Unit regarding the release of sensitive information or information with statewide implications. The Traffic Management Center (TMC) is provided with copies of CHP288 and press releases after hours and on weekends. General Headquarters press releases are distributed by the Area Public Affairs Officer. The Area PAO is responsible for monitoring the media for items of Department concern and bring those to the attention of the commander.

#### 4. SCHOOLS.

The Public Affairs Officer report directly to the Area commander. The Community Help Program Officers report directly to Sergeant

Calez. There are numerous schools of various grade levels located within the Baldwin Park Area; all within the county of Los Angeles.

Area partners with the Los Angeles Sheriffs Department in providing traffic safety education and has provided input in specific programs such as Impact: California High School Seat Belt Campaign, Right Turn Middle School Program, and Senior Safe and Mobile. During 2007 Area

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
AREA MANAGEMENT EVALUATION
PUBLIC REACTION

CHP 435H (Rev. 5-06) OPI 009

..ducted (80) traffic safety, driving under the influence, defensive driving, recruitment, and law enforcement career presentations at various schools, and events. Area will continue to evaluate the success of the programs while exploring opportunities to participate in other beneficial school programs.

#### 5. PUBLIC AFFAIRS PROGRAM.

The Area Public Affairs Officer and Community Help Program Officers work closely with the Area commander to address Strategic plan goals and related Area objectives. This has resulted in a comprehensive Community Out reach program frequently utilizing Area resources. If Strategic Plan goals are not adequately addressed, the affected programs are re-evaluated and resources redirected as needed. For example, with the Department focus on child restraint compliance the Area will focus on educating the public and various child safety seat and community events.

The commander accepts regular speaking engagements and personally appears at key events throughout the area. In total, Area personnel are involved in approximately 200 pubic affairs events/presentations annually. In the past year we have also began fostering relationships with local city officials in order to enhance our position within the community for the continued success of the programs that benefit the public.

Action Required: The PAO has not been reviewing the Strategic Plan quarterly reports.

Corrective Action Taken: The PAO and Community Help Program Officers will now receive a copy of all Strategic Plan quarterly reports.